

EXHIBIT C

INVOICE

[24]7.ai

[24]7.ai, Inc.
[Formerly 24/7 Customer Inc.]
2001 All Programmable Drive
San Jose
CA95124
For account queries, email us at:
ar@247.ai

Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819071166

Invoice Date : 10-Aug-2018

SEARS - Repair Customer Care

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Anita Walls

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

9-Oct-2018

Billing Period:

08th July to 04th Aug 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per, Sears SOW # 10 Dated 31st Jan 2016</u>				
Chats	40,000.00	Chat Fees for July'18 (0 to 40,000)	\$ 2.10	\$ 84,000.00
Chats	6,141.00	Chat Fees for July'18 (> 40,000)	\$ 1.59	\$ 9,764.19
Nos	268	Take the Lead	\$ 10.00	\$ 2,680.00
NA	-	Incentives	\$ -	\$ 6,000.00
NA	NA	Penalty/Incentives	\$ -	\$ 3,750.57
FTE	1.00	TTL Sale Contest	\$ -	\$ 418.50
NA	NA	Home Warranty Special Payout	\$ -	\$ 420.00
			SubTotal	\$ 107,033.26
Billing Currency : U S Dollar			TOTAL	\$ 107,033.26

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

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2001 All Programmable Drive
San Jose
CA95124
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ar@247.ai

Account Number : 1284
Tax ID No : 94 - 3359939
Invoice No : 201819071167
Invoice Date : 10-Aug-2018

SEARS - PartsDirect

Bill to

Sears Holdings Management Corporation
Attn: Accounts Payable
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation
Attn: Michele Vercimak
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

9-Oct-2018

Billing Period:

08th July to 04th Aug 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per Sears SOW # 11 dated 31st Jan, 2016 & as per SOW#15 dated 1st Jun 2016</u>				
Chats	75000.00	Production Fee-PD Sales & Care for the Month of July'18 (< 75,000)	\$ 2.600	\$ 195,000.00
Chats	9796.00	Production Fee-PD Sales & Care for the Month of July'18 (> 75,000)	\$ 2.100	\$ 20,571.60
Hrs	1728.00	Training-PD Sales	\$ 9.25	\$ 15,984.00
NA	NA	Penalty/Incentives-PD Sales	\$ -	\$ 2,925.00
NA	NA	Penalty/Incentives-PD Care	\$ -	\$ 4,722.87
NA	NA	Incentives-PD Sales & Care	\$ -	\$ 8,250.00
Nos	412	Take the Lead	\$ 10.00	\$ 4,120.00
NA	NA	TTL Sale Contest	\$ -	\$ 1,944.00
			SubTotal	\$ 253,517.46
Billing Currency : U S Dollar			TOTAL	\$ 253,517.46

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

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2001 All Programmable Drive
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CA95124
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ar@247.ai

Account Number: **1284**
Tax ID No: **94 - 3359939**
Invoice No: **201819071168**
Invoice Date: **10-Aug-2018**

SEARS - Online Chat and Email

Bill to

Sears Holdings Management Corporation
Attn: Accounts Payable
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation
Attn: Dawn Roberts
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

9-Oct-2018

Billing Period:

08th July to 04th Aug 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per 2nd amendment to SoW # 12 dated Oct 1, 2017</u>				
Chats	97,241.20	Production Fee DSC & OI - Chat Support July'18	\$ 2.3500	\$ 228,516.82
NA	NA	Client Incentives	\$ -	\$ 5,652.00
NA	216.00	Take the Lead	\$ 10.00	\$ 2,160.00
NA	NA	(Penalty) / Incentive- DSC	\$ -	\$ 6,399.81
NA	NA	(Penalty) / Incentive- OI	\$ -	\$ 2,157.47
NA	NA	TTL Sale Contest	\$ -	\$ 427.50
			SubTotal	\$ 245,313.60
Billing Currency : U S Dollar			TOTAL	\$ 245,313.60

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

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2001 All Programmable Drive
San Jose
CA95124
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ar@247.ai

Account Number : **1284**

Tax ID No : **94 - 3359939**

Invoice No : **201819071169**

Invoice Date : **10-Aug-2018**

Sears Online Offline Case Management

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Dawn Roberts

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

9-Oct-2018

Billing Period:

08th July to 04th Aug 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
As per SOW #14 Case Management Support dated 31st Jan, 2016				
Hrs	2,124.93	Sears Online Offline Case Management - Production Fee- Voice	\$ 14.94	\$ 31,746.50
Hrs	240.00	Training Hours- Voice	\$ 7.25	\$ 1,740.00
NA	NA	Sears Online Offline Case Management - Voice Incentives/Penalty	\$ -	\$ 79.37
Hrs	1,043.20	Sears Online Offline Case Management - Production Fee -Non Voice	\$ 9.55	\$ 9,962.56
Hrs	240.00	Training Hours- Non Voice	\$ 7.25	\$ 1,740.00
			SubTotal	\$ 45,268.43
Billing Currency : U S Dollar			TOTAL	\$ 45,268.43

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

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San Jose

CA95124

For account queries, email us at:

ar@247.ai

Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819071170

Invoice Date : 10-Aug-2018

Sears - Repair 3rd Party

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Anita Walls

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

9-Oct-2018

Billing Period:

08th July to 04th Aug 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per SOW #14 Case Management Support dated 31st Jan, 2016</u>				
Hrs	260.6373	Sears Repair 3rd Party - Non Voice- Production Fee	\$ 9.5500	\$ 2,489.09
Hrs	147.2600	Sears Repair 3rd Party - Non Voice- Production Fee(Day time hours)	\$ 12.0700	\$ 1,777.43
NA	NA	Sears Repair 3rd Party - Non Voice - Incentives/Penalty	\$ -	\$ 42.67
Hrs	626.1200	Sears Repair 3rd Party - Voice- Production Fee	\$ 14.9400	\$ 9,354.23
NA	NA	Sears Repair 3rd Party - Voice - Incentives/Penalty	\$ -	\$ 93.54
			SubTotal	\$ 13,756.95
Billing Currency : U S Dollar			TOTAL	\$ 13,756.95

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

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CA95124

For account queries, email us at:

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Account Number: **1284**

Tax ID No: **94 - 3359939**

Invoice No: **201819071171**

Invoice Date: **10-Aug-2018**

SEARS - Assist

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Ron Donahue

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

9-Oct-2018

Billing Period:

07th Jul to 04th Aug 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per SoW # 16 ,01st Oct 2016</u>				
<u>Interactive chat - July'18:</u>				
Chats	80,930.00	Online	\$ 0.3100	\$ 25,088.30
Chats	27,889.00	Other Site Online	\$ 0.3100	\$ 8,645.59
Chats	36,748.00	Home Service	\$ 0.3100	\$ 11,391.88
Chats	77,151.00	PD	\$ 0.3100	\$ 23,916.81
Chats	9,768.00	Other Site PD	\$ 0.3100	\$ 3,028.08
Chats	1,498.00	In_Home Net	\$ 0.3100	\$ 464.38
<u>Non Interactive chat -July'18:</u>				
Chats	15,541.00	Online	\$ 0.1500	\$ 2,331.15
Chats	5,042.00	Other Site Online	\$ 0.1500	\$ 756.30
Chats	9,393.00	Home Service	\$ 0.1500	\$ 1,408.95
Chats	7,645.00	PD	\$ 0.1500	\$ 1,146.75
Chats	1,055.00	Other Site PD	\$ 0.1500	\$ 158.25
Chats	103.00	In_Home Net	\$ 0.1500	\$ 15.45
			SubTotal	\$ 78,351.89
Billing Currency : U S Dollar			TOTAL	\$ 78,351.89

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
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Account Number : 1284
Tax ID No : 94 - 3359939
Invoice No : 201819071172
Invoice Date : 10-Aug-2018

SEARS - PD Offline

Bill to

Sears Holdings Management Corporation
Attn: Accounts Payable
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation
Attn: Michele Vercimak
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

9-Oct-2018

Billing Period:

07th July to 04th Aug 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per SOW #14 Case Management Support dated 31st Jan, 2016</u>				
Chats	1918.14	PartsDirect Offline Non Voice - July'18	\$ 9.550	\$ 18,318.20
Chats	1878.69	PartsDirect Offline Voice - July'18	\$ 14.94	\$ 28,067.63
Hours	320.00	PartsDirect Offline Voice-Training	\$ 7.25	\$ 2,320.00
			SubTotal	\$ 48,705.83
Billing Currency : U S Dollar			TOTAL	\$ 48,705.83

Payment Instructions:

- Payment should be made to **24/7 Customer, Inc.**
- The remittance should specifically indicate that payment is being made for this invoice.
- Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

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San Jose

CA95124

For account queries, email us at:

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Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819081219

Invoice Date : 7-Sep-2018

SEARS - Repair Customer Care

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Anita Walls

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

6-Nov-2018

Billing Period:

05th Aug To 01st Sep 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per, Sears SOW # 10 Dated 31st Jan 2016</u>				
Chats	40,000.00	Chat Fees for August'18 (0 to 40,000)	\$ 2.10	\$ 84,000.00
Chats	4,997.00	Chat Fees for August'18 (> 40,000)	\$ 1.59	\$ 7,945.23
Nos	285	Take the Lead	\$ 10.00	\$ 2,850.00
NA	-	Incentives	\$ -	\$ 6,000.00
NA	NA	Penalty/Incentives	\$ -	\$ 3,218.08
FTE	1.00	TTL Sale Contest	\$ -	\$ 1,417.50
NA	NA	Home Warranty Special Payout	\$ -	\$ 110.00
			SubTotal	\$ 105,540.81
Billing Currency : U S Dollar			TOTAL	\$ 105,540.81

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

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2001 All Programmable Drive
San Jose
CA95124
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ar@247.ai

Account Number : 1284
Tax ID No : 94 - 3359939
Invoice No : 201819081220
Invoice Date : 7-Sep-2018

SEARS - PartsDirect

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Michele Vercimak
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

6-Nov-2018

Billing Period:

05th Aug To 01st Sep 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per Sears SOW # 11 dated 31st Jan, 2016 & as per SOW#15 dated 1st Jun 2016</u>				
Chats	73631.00	Production Fee-PD Sales & Care for the Month of August'18 (< 75,000)	\$ 2.600	\$ 191,440.60
NA	NA	Penalty/Incentives-PD Sales	\$ -	\$ 3,331.74
NA	NA	Penalty/Incentives-PD Care	\$ -	\$ 3,785.15
NA	NA	Incentives-PD Sales & Care	\$ -	\$ 8,250.00
Nos	399	Take the Lead	\$ 10.00	\$ 3,990.00
NA	NA	TTL Sale Contest	\$ -	\$ 1,508.50
			SubTotal	\$ 212,305.99
Billing Currency : U S Dollar			TOTAL	\$ 212,305.99

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

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Account Number: **1284**
Tax ID No: **94 - 3359939**
Invoice No: **201819081221**
Invoice Date: **7-Sep-2018**

SEARS - Online Chat and Email

Bill to

Sears Holdings Management Corporation
Attn: Accounts Payable
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation
Attn: Dawn Roberts
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

6-Nov-2018

Billing Period:

05th Aug To 01st Sep 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per 2nd amendment to SoW # 12 dated Oct 1, 2017</u>				
Chats	93,700.00	Production Fee DSC & OI - Chat Support August'18	\$ 2.5000	\$ 234,250.00
NA	NA	Client Incentives	\$ -	\$ 5,312.00
NA	301.00	Take the Lead	\$ 10.00	\$ 3,010.00
NA	NA	(Penalty) / Incentive- DSC	\$ -	\$ 7,503.50
NA	NA	(Penalty) / Incentive- OI	\$ -	\$ 3,367.20
NA	NA	TTL Sale Contest	\$ -	\$ 966.00
			SubTotal	\$ 254,408.70
Billing Currency : U S Dollar			TOTAL	\$ 254,408.70

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

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Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819081222

Invoice Date : 7-Sep-2018

Sears Online Offline Case Management

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Dawn Roberts

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

6-Nov-2018

Billing Period:

05th Aug To 01st Sep 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per SOW #14 Case Management Support dated 31st Jan, 2016</u>				
Hrs	1,876.09	Sears Online Offline Case Management - Production Fee- Voice	\$ 14.94	\$ 28,028.78
NA	NA	Sears Online Offline Case Management - Voice Incentives/Penalty	\$ -	\$ 350.36
Hrs	983.16	Sears Online Offline Case Management - Production Fee -Non Voice	\$ 9.55	\$ 9,389.18
NA	NA	Sears Online Offline Case Management - Non Voice- Incentives/Penalty	\$ -	\$ 117.36
			SubTotal	\$ 37,885.69
Billing Currency : U S Dollar			TOTAL	\$ 37,885.69

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
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For account queries, email us at:

ar@247.ai

Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819081223

Invoice Date : 7-Sep-2018

Sears - Repair 3rd Party

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Anita Walls

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

6-Nov-2018

Billing Period:

05th Aug To 01st Sep 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per SOW #14 Case Management Support dated 31st Jan, 2016</u>				
Hrs	291.1765	Sears Repair 3rd Party - Non Voice- Production Fee	\$ 9.5500	\$ 2,780.74
Hrs	35.5882	Sears Repair 3rd Party - Non Voice- Production Fee(Day time hours)	\$ 12.0700	\$ 429.55
NA	NA	Sears Repair 3rd Party - Non Voice - Incentives/Penalty	\$ -	\$ 32.10
Hrs	601.8000	Sears Repair 3rd Party - Voice- Production Fee	\$ 14.9400	\$ 8,990.89
NA	NA	Sears Repair 3rd Party - Voice - Incentives/Penalty	\$ -	\$ 89.91
			SubTotal	\$ 12,323.19
Billing Currency : U S Dollar			TOTAL	\$ 12,323.19

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
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For account queries, email us at:

ar@247.ai

Account Number: **1284**

Tax ID No: **94 - 3359939**

Invoice No: **201819081224**

Invoice Date: **6-Sep-2018**

SEARS - Assist

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Ron Donahue

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

5-Nov-2018

Billing Period:

05th Aug To 01st Sep 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per SoW # 16 ,01st Oct 2016</u>				
<u>Interactive chat - August'18:</u>				
Chats	77,126.00	Online	\$ 0.3100	\$ 23,909.06
Chats	24,798.00	Other Site Online	\$ 0.3100	\$ 7,687.38
Chats	35,869.00	Home Service	\$ 0.3100	\$ 11,119.39
Chats	67,900.00	PD	\$ 0.3100	\$ 21,049.00
Chats	9,769.00	Other Site PD	\$ 0.3100	\$ 3,028.39
Chats	856.00	In_Home Net	\$ 0.3100	\$ 265.36
<u>Non Interactive chat -August'18:</u>				
Chats	16,574.00	Online	\$ 0.1500	\$ 2,486.10
Chats	4,622.00	Other Site Online	\$ 0.1500	\$ 693.30
Chats	9,128.00	Home Service	\$ 0.1500	\$ 1,369.20
Chats	5,731.00	PD	\$ 0.1500	\$ 859.65
Chats	967.00	Other Site PD	\$ 0.1500	\$ 145.05
Chats	85.00	In_Home Net	\$ 0.1500	\$ 12.75
			SubTotal	\$ 72,624.63
Billing Currency : U S Dollar			TOTAL	\$ 72,624.63

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc.

[Formerly 24/7 Customer Inc.]

2001 All Programmable Drive

San Jose

CA95124

For account queries, email us at:

ar@247.ai

Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819081225

Invoice Date : 7-Sep-2018

SEARS - PD Offline

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Michele Vercimak

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

6-Nov-2018

Billing Period:

05th Aug To 01st Sep 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per SOW #14 Case Management Support dated 31st Jan, 2016</u>				
Chats	1717.20	PartsDirect Offline Non Voice - August'18	\$ 9.550	\$ 16,399.28
Chats	1831.63	PartsDirect Offline Voice - August'18	\$ 14.94	\$ 27,364.52
			SubTotal	\$ 43,763.80
Billing Currency : U S Dollar			TOTAL	\$ 43,763.80

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc

2001 All Programmable Drive
San Jose,
CA95124

For account queries, email us at:
ar@247.ai

Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819081201

Invoice Date : 22-Aug-2018

SEARS - Digital VA

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Ron Donohoe
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

21-Oct-2018

Billing Period:

August-18

Client Partner:

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
		<u>SOW#7 - Sears Digital Self-Service VA Program</u>		
NA	NA	Technology Platform and Hosting Services - Aug'18	\$ 1.00	\$ 19,583.33
			SubTotal	\$ 19,583.33
Billing Currency : U S Dollar			TOTAL	\$ 19,583.33

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A. Branch: Citibank New York, 111 Wall Street, New York, 10043,USA.
Bank Account No. 31022413. Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : 24/7.ai Inc., 2001 All Programmable Drive , San Jose, CA95124

INVOICE

[24]7.ai

[24]7.ai, Inc.

[Formerly 24/7 Customer Inc.]

2001 All Programmable Drive

San Jose

CA95124

For account queries, email us at:

ar@247.ai

Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819091274

Invoice Date : 11-Oct-2018

SEARS - Repair Customer Care

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Anita Walls

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

10-Dec-2018

Billing Period:

02nd Sep to 06th Oct 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per, Sears SOW # 10 Dated 31st Jan 2016</u>				
Chats	50,000.00	Chat Fees for September'18 (0 to 50,000)	\$ 2.10	\$ 105,000.00
Chats	4,297.00	Chat Fees for September'18 (> 50,000)	\$ 1.59	\$ 6,832.23
Nos	309	Take the Lead	\$ 10.00	\$ 3,090.00
NA	-	Incentives	\$ -	\$ 7,500.00
NA	NA	Penalty/Incentives	\$ -	\$ 5,591.61
FTE	1.00	TTL Sale Contest	\$ -	\$ 373.50
NA	NA	Home Warranty Special Payout	\$ -	\$ 260.00
			SubTotal	\$ 128,647.34
Billing Currency : U S Dollar			TOTAL	\$ 128,647.34

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc.
[Formerly 24/7 Customer Inc.]
2001 All Programmable Drive
San Jose
CA95124
For account queries, email us at:
ar@247.ai

Account Number : 1284
Tax ID No : 94 - 3359939
Invoice No : 201819091275
Invoice Date : 11-Oct-2018

SEARS - PartsDirect

Bill to

Sears Holdings Management Corporation
Attn: Accounts Payable
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation
Attn: Michele Vercimak
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

10-Dec-2018

Billing Period:

02nd Sep to 06th Oct 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per Sears SOW # 11 dated 31st Jan, 2016 & as per SOW#15 dated 1st Jun 2016</u>				
Chats	76867.00	Production Fee-PD Sales & Care for the Month of September'18 (< 93,750)	\$ 2.600	\$ 199,854.20
NA	NA	Incentives-PD Sales & Care	\$ -	\$ 10,312.00
Nos	320	Take the Lead	\$ 10.00	\$ 3,200.00
NA	NA	TTL Sale Contest	\$ -	\$ 540.00
			SubTotal	\$ 213,906.20
Billing Currency : U S Dollar			TOTAL	\$ 213,906.20

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc.
[Formerly 24/7 Customer Inc.]
2001 All Programmable Drive
San Jose
CA95124
For account queries, email us at:
ar@247.ai

Account Number: **1284**
Tax ID No: **94 - 3359939**
Invoice No: **201819091276**
Invoice Date: **11-Oct-2018**

[SEARS - Online Chat and Email](#)

Bill to

Sears Holdings Management Corporation
Attn: Accounts Payable
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation
Attn: Dawn Roberts
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

10-Dec-2018

Billing Period:

02nd Sep to 06th Oct 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per 2nd amendment to SoW # 12 dated Oct 1, 2017</u>				
Chats	132,355.00	Production Fee DSC & OI - Chat Support September'18	\$ 2.3500	\$ 311,034.25
Hrs	2,592.00	Training - (DSC+OI)	\$ 9.2500	\$ 23,976.00
NA	NA	Client Incentives	\$ -	\$ 6,969.00
NA	315.00	Take the Lead	\$ 10.00	\$ 3,150.00
NA	NA	(Penalty) / Incentive- DSC	\$ -	\$ 9,946.26
NA	NA	(Penalty) / Incentive- OI	\$ -	\$ 3,923.82
NA	NA	TTL Sale Contest	\$ -	\$ 414.00
			SubTotal	\$ 359,413.33
Billing Currency : U S Dollar			TOTAL	\$ 359,413.33

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc.
[Formerly 24/7 Customer Inc.]
2001 All Programmable Drive
San Jose
CA95124
For account queries, email us at:
ar@247.ai

Account Number : **1284**

Tax ID No : **94 - 3359939**

Invoice No : **201819091277**

Invoice Date : **11-Oct-2018**

Sears Online Offline Case Management

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Dawn Roberts

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

10-Dec-2018

Billing Period:

02nd Sep to 06th Oct 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per SOW #14 Case Management Support dated 31st Jan, 2016</u>				
Hrs	2,080.05	Sears Online Offline Case Management - Production Fee- Voice	\$ 14.94	\$ 31,075.95
NA	NA	Sears Online Offline Case Management - Voice Incentives/Penalty	\$ -	\$ 388.45
Hrs	1,084.42	Sears Online Offline Case Management - Production Fee -Non Voice	\$ 9.55	\$ 10,356.21
NA	NA	Sears Online Offline Case Management - Non Voice- Incentives/Penalty	\$ -	\$ 129.45
			SubTotal	\$ 41,950.06
Billing Currency : U S Dollar			TOTAL	\$ 41,950.06

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc.

[Formerly 24/7 Customer Inc.]

2001 All Programmable Drive

San Jose

CA95124

For account queries, email us at:

ar@247.ai

Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819091278

Invoice Date : 11-Oct-2018

Sears - Repair 3rd Party

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Anita Walls

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

10-Dec-2018

Billing Period:

02nd Sep to 06th Oct 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per SOW #14 Case Management Support dated 31st Jan, 2016</u>				
Hrs	485.5882	Sears Repair 3rd Party - Non Voice- Production Fee	\$ 9.5500	\$ 4,637.37
NA	NA	Sears Repair 3rd Party - Non Voice - Incentives/Penalty	\$ -	\$ 46.37
Hrs	783.8235	Sears Repair 3rd Party - Voice- Production Fee	\$ 14.9400	\$ 11,710.32
NA	NA	Sears Repair 3rd Party - Voice - Incentives/Penalty	\$ -	\$ 117.10
			SubTotal	\$ 16,511.17
Billing Currency : U S Dollar			TOTAL	\$ 16,511.17

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc.
[Formerly 24/7 Customer Inc.]
2001 All Programmable Drive
San Jose
CA95124
For account queries, email us at:
ar@247.ai

Account Number: **1284**

Tax ID No: **94 - 3359939**

Invoice No: **201819091279**

Invoice Date: **11-Oct-2018**

SEARS - Assist

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Ron Donahue

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

10-Dec-2018

Billing Period:

02nd Sep to 06th Oct 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per SoW # 16 ,01st Oct 2016</u>				
<u>Interactive chat - September'18:</u>				
Chats	97,194.00	Online	\$ 0.3000	\$ 29,158.20
Chats	32,771.00	Other Site Online	\$ 0.3000	\$ 9,831.30
Chats	43,816.00	Home Service	\$ 0.3000	\$ 13,144.80
Chats	70,792.00	PD	\$ 0.3000	\$ 21,237.60
Chats	9,687.00	Other Site PD	\$ 0.3000	\$ 2,906.10
Chats	1,326.00	In_Home Net	\$ 0.3000	\$ 397.80
<u>Non Interactive chat -September'18:</u>				
Chats	35,161.00	Online	\$ 0.1500	\$ 5,274.15
Chats	13,182.00	Other Site Online	\$ 0.1500	\$ 1,977.30
Chats	10,481.00	Home Service	\$ 0.1500	\$ 1,572.15
Chats	6,075.00	PD	\$ 0.1500	\$ 911.25
Chats	1,142.00	Other Site PD	\$ 0.1500	\$ 171.30
Chats	113.00	In_Home Net	\$ 0.1500	\$ 16.95
			SubTotal	\$ 86,598.90
Billing Currency : U S Dollar			TOTAL	\$ 86,598.90

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai,Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc.

[Formerly 24/7 Customer Inc.]

2001 All Programmable Drive

San Jose

CA95124

For account queries, email us at:

ar@247.ai

Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819091280

Invoice Date : 11-Oct-2018

SEARS - PD Offline

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Michele Vercimak

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

10-Dec-2018

Billing Period:

02nd Sep to 06th Oct 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
		<u>As per SOW #14 Case Management Support dated 31st Jan, 2016</u>		
Chats	1904.83	PartsDirect Offline Non Voice - September'18	\$ 9.550	\$ 18,191.10
Chats	2407.92	PartsDirect Offline Voice -September'18	\$ 14.94	\$ 35,974.28
			SubTotal	\$ 54,165.38
Billing Currency : U S Dollar			TOTAL	\$ 54,165.38

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc

2001 All Programmable Drive
San Jose,
CA95124

For account queries, email us at:
ar@247.ai

Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819091256

Invoice Date : 21-Sep-2018

SEARS - Digital VA

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Ron Donohoe
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

20-Nov-2018

Billing Period:

September-18

Client Partner:

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
		<u>SOW#7 - Sears Digital Self-Service VA Program</u>		
NA	NA	Technology Platform and Hosting Services - Sep'18	\$ 1.00	\$ 19,583.33
			SubTotal	\$ 19,583.33
Billing Currency : U S Dollar			TOTAL	\$ 19,583.33

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A. Branch: Citibank New York, 111 Wall Street, New York, 10043,USA.
Bank Account No. 31022413. Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : 24/7.ai Inc., 2001 All Programmable Drive , San Jose, CA95124

INVOICE

[24]7.ai

[24]7.ai, Inc.

[Formerly 24/7 Customer Inc.]

2001 All Programmable Drive

San Jose

CA95124

For account queries, email us at:

ar@247.ai

Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819101324

Invoice Date : 29-Oct-2018

SEARS - Repair Customer Care

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Anita Walls

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

28-Dec-2018

Billing Period:

07th Oct to 14th Oct 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per, Sears SOW # 10 Dated 31st Jan 2016</u>				
Chats	11,428.00	Chat Fees for October'18 (0 to 11,428)	\$ 2.10	\$ 23,998.80
Chats	874.00	Chat Fees for October'18 (> 11,428)	\$ 1.59	\$ 1,389.66
Nos	165	Take the Lead	\$ 10.00	\$ 1,650.00
NA	-	Incentives	\$ -	\$ 1,714.29
NA	NA	Penalty/Incentives	\$ -	\$ 761.65
FTE	1.00	TTL Sale Contest	\$ -	\$ 117.43
FTE	1.00	Q4 TTL Sales Contest	\$ -	\$ 714.29
			SubTotal	\$ 30,346.11
Billing Currency : U S Dollar			TOTAL	\$ 30,346.11

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc.
[Formerly 24/7 Customer Inc.]
2001 All Programmable Drive
San Jose
CA95124
For account queries, email us at:
ar@247.ai

Account Number : 1284
Tax ID No : 94 - 3359939
Invoice No : 201819101325
Invoice Date : 29-Oct-2018

SEARS - PartsDirect

Bill to

Sears Holdings Management Corporation
Attn: Accounts Payable
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation
Attn: Michele Vercimak
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

28-Dec-2018

Billing Period:

07th Oct to 14th Oct 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per Sears SOW # 11 dated 31st Jan, 2016 & as per SOW#15 dated 1st Jun 2016</u>				
Chats	16180.00	Production Fee-PD Sales & Care - October'18 (< 21,428)	\$ 2.600	\$ 42,068.00
NA	NA	Incentives-PD Sales & Care	\$ -	\$ 2,357.14
Nos	184	Take the Lead	\$ 10.00	\$ 1,840.00
NA	NA	TTL Sale Contest	\$ -	\$ 128.14
NA	NA	Q4 TTL Sale Contest	\$ -	\$ 714.29
			SubTotal	\$ 47,107.57
Billing Currency : U S Dollar			TOTAL	\$ 47,107.57

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc.
[Formerly 24/7 Customer Inc.]
2001 All Programmable Drive
San Jose
CA95124
For account queries, email us at:
ar@247.ai

Account Number: **1284**
Tax ID No: **94 - 3359939**
Invoice No: **201819101326**
Invoice Date: **29-Oct-2018**

[SEARS - Online Chat and Email](#)

Bill to

Sears Holdings Management Corporation
Attn: Accounts Payable
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation
Attn: Dawn Roberts
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

28-Dec-2018

Billing Period:

07th Oct to 14th Oct 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per 2nd amendment to SoW # 12 dated Oct 1, 2017</u>				
Chats	29,690.00	Production Fee DSC & OI - Chat Support October'18	\$ 2.3500	\$ 69,771.50
NA	NA	Client Incentives	\$ -	\$ 1,451.14
NA	149.00	Take the Lead	\$ 10.00	\$ 1,490.00
NA	NA	(Penalty) / Incentive- DSC	\$ -	\$ 1,181.11
NA	NA	(Penalty) / Incentive- OI	\$ -	\$ 337.91
NA	NA	TTL Sale Contest	\$ -	\$ 117.00
NA	NA	Q4 TTL Sale Contest	\$ -	\$ 714.29
			SubTotal	\$ 75,062.95
Billing Currency : U S Dollar			TOTAL	\$ 75,062.95

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc.
[Formerly 24/7 Customer Inc.]
2001 All Programmable Drive
San Jose
CA95124
For account queries, email us at:
ar@247.ai

Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819101327

Invoice Date : 29-Oct-2018

Sears Online Offline Case Management

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Dawn Roberts

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

28-Dec-2018

Billing Period:

07th Oct to 14th Oct 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per SOW #14 Case Management Support dated 31st Jan, 2016</u>				
Hrs	480.52	Sears Online Offline Case Management - Production Fee- Voice	\$ 14.94	\$ 7,178.97
NA	NA	Sears Online Offline Case Management - Voice Incentives/Penalty	\$ -	\$ 89.74
Hrs	229.73	Sears Online Offline Case Management - Production Fee -Non Voice	\$ 9.55	\$ 2,193.92
NA	NA	Sears Online Offline Case Management - Non Voice- Incentives/Penalty	\$ -	\$ 16.45
			SubTotal	\$ 9,479.08
Billing Currency : U S Dollar			TOTAL	\$ 9,479.08

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

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[Formerly 24/7 Customer Inc.]

2001 All Programmable Drive

San Jose

CA95124

For account queries, email us at:

ar@247.ai

Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819101328

Invoice Date : 29-Oct-2018

Sears - Repair 3rd Party

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Anita Walls

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

28-Dec-2018

Billing Period:

07th Oct to 14th Oct 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per SOW #14 Case Management Support dated 31st Jan, 2016</u>				
Hrs	91.8137	Sears Repair 3rd Party - Non Voice- Production Fee	\$ 9.5500	\$ 876.82
NA	NA	Sears Repair 3rd Party - Non Voice - Incentives/Penalty	\$ -	\$ 8.77
Hrs	198.5784	Sears Repair 3rd Party - Voice- Production Fee	\$ 14.9400	\$ 2,966.76
NA	NA	Sears Repair 3rd Party - Voice - Incentives/Penalty	\$ -	\$ 29.67
			SubTotal	\$ 3,882.02
Billing Currency : U S Dollar			TOTAL	\$ 3,882.02

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai,Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc.

[Formerly 24/7 Customer Inc.]

2001 All Programmable Drive

San Jose

CA95124

For account queries, email us at:

ar@247.ai

Account Number: **1284**

Tax ID No: **94 - 3359939**

Invoice No: **201819101329**

Invoice Date: **29-Oct-2018**

SEARS - Assist

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Ron Donahue

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

28-Dec-2018

Billing Period:

07th Oct to 14th Oct 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per SoW # 16 ,01st Oct 2016</u>				
<u>Interactive chat - October'18:</u>				
Chats	21,936.00	Online	\$ 0.3100	\$ 6,800.16
Chats	7,534.00	Other Site Online	\$ 0.3100	\$ 2,335.54
Chats	10,022.00	Home Service	\$ 0.3100	\$ 3,106.82
Chats	14,935.00	PD	\$ 0.3100	\$ 4,629.85
Chats	2,371.00	Other Site PD	\$ 0.3100	\$ 735.01
Chats	570.00	In_Home Net	\$ 0.3100	\$ 176.70
<u>Non Interactive chat -October'18:</u>				
Chats	7,754.00	Online	\$ 0.1500	\$ 1,163.10
Chats	3,150.00	Other Site Online	\$ 0.1500	\$ 472.50
Chats	2,280.00	Home Service	\$ 0.1500	\$ 342.00
Chats	1,245.00	PD	\$ 0.1500	\$ 186.75
Chats	262.00	Other Site PD	\$ 0.1500	\$ 39.30
Chats	39.00	In_Home Net	\$ 0.1500	\$ 5.85
			SubTotal	\$ 19,993.58
Billing Currency : U S Dollar			TOTAL	\$ 19,993.58

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai,Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc.
[Formerly 24/7 Customer Inc.]
2001 All Programmable Drive
San Jose
CA95124
For account queries, email us at:
ar@247.ai

Account Number : 1284
Tax ID No : 94 - 3359939
Invoice No : 201819101330
Invoice Date : 29-Oct-2018

SEARS - PD Offline

Bill to

Sears Holdings Management Corporation
Attn: Accounts Payable
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation
Attn: Michele Vercimak
3333 Beverly Road; Hoffman Estates
Illinois; USA 60179
Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

28-Dec-2018

Billing Period:

07th Oct to 14th Oct 2018

Client Partner:

Karthikeyan

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
<u>As per SOW #14 Case Management Support dated 31st Jan, 2016</u>				
Chats	375.95	PartsDirect Offline Non Voice - October'18	\$ 9.550	\$ 3,590.29
Chats	344.48	PartsDirect Offline Voice -October'18	\$ 14.94	\$ 5,146.57
			SubTotal	\$ 8,736.86
Billing Currency : U S Dollar			TOTAL	\$ 8,736.86

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A., Branch : Citibank New York, 111 Wall Street, New York, NY 10043, USA.
Bank Account Number : 31022413, Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : [24]7.ai, Inc., 2001 All Programmable Drive, San Jose, CA95124, USA

INVOICE

[24]7.ai

[24]7.ai, Inc

2001 All Programmable Drive
San Jose,
CA95124

For account queries, email us at:
ar@247.ai

Account Number : 1284

Tax ID No : 94 - 3359939

Invoice No : 201819101348

Invoice Date : 25-Oct-2018

SEARS - Digital VA

Bill to

Sears Holdings Management Corporation

Attn: Accounts Payable

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Ship to

Sears Holdings Management Corporation

Attn: Ron Donohoe

3333 Beverly Road; Hoffman Estates

Illinois; USA 60179

Tel No: (847) 286-1004

Terms

60 Days

Payment Due Date

24-Dec-2018

Billing Period:

October-18

Client Partner:

PO

Unit of Meas.	Quantity	Billing Description	Unit Price	TOTAL
NA	NA	<u>SOW#7 - Sears Digital Self-Service VA Program</u> Technology Platform and Hosting Services - Oct'18 (Period of 1-Oct-2018 to 14-Oct-2018)	\$ 1.00	\$ 8,844.09
			SubTotal	\$ 8,844.09
Billing Currency : U S Dollar			TOTAL	\$ 8,844.09

Payment Instructions:

1. Payment should be made to **24/7 Customer, Inc.**
2. The remittance should specifically indicate that payment is being made for this invoice.
3. **Wire Transfer Instruction:** Citibank N.A. Branch: Citibank New York, 111 Wall Street, New York, 10043,USA.
Bank Account No. 31022413. Beneficiary SWIFT Code: CITIUS33, ABA code : 021000089

Registered Office : 24/7.ai Inc., 2001 All Programmable Drive , San Jose, CA95124